

THE INGHAM PRACTICE

DEDICATED * CARING * RESPONSIVE

Dr M M Sultan

The Ingham Practice, Lincoln Road, Ingham, LINCOLN LN1 2XF

Telephone: (01522) 730269 Fax: (01522) 730192

www.theinghampractice.co.uk

97%

of respondent patient ratings
across all aspects of this Practice were
Excellent, Very Good, Good or Average

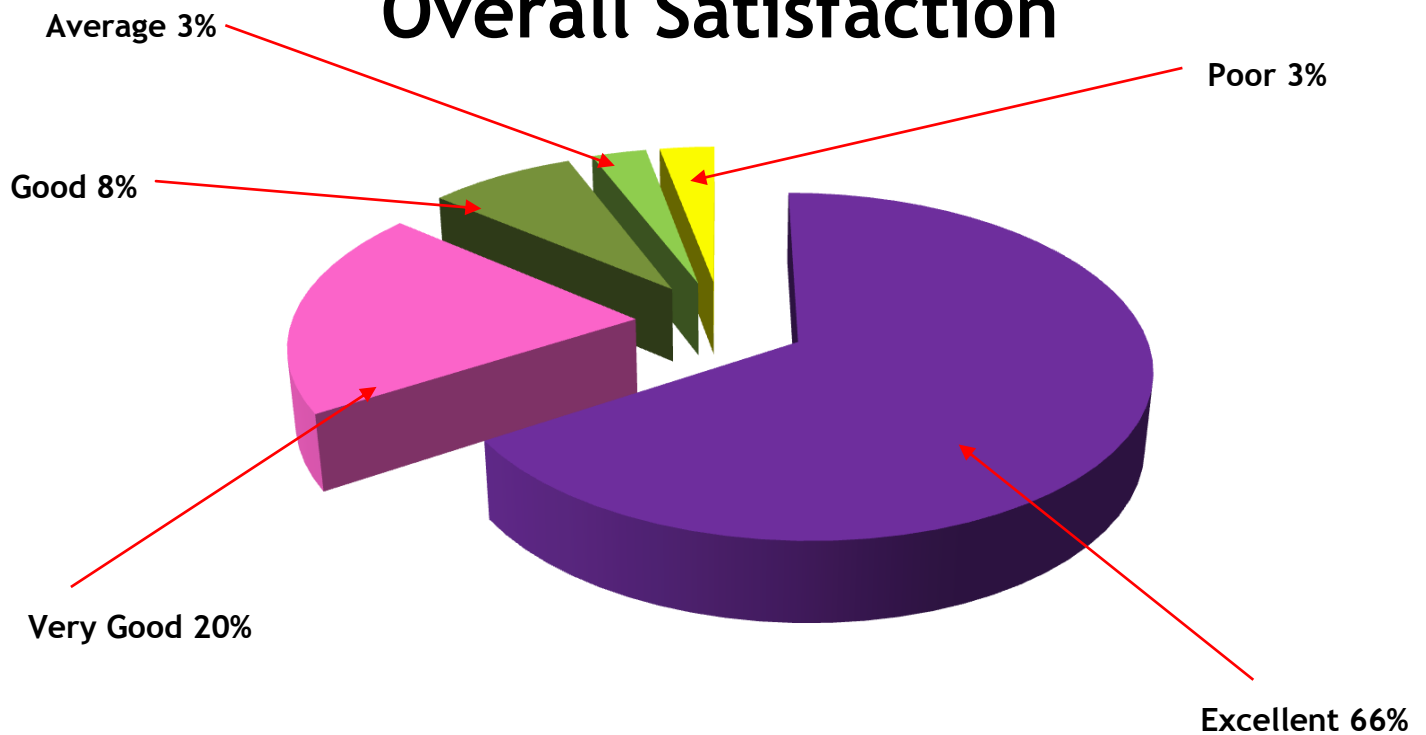
Patient Satisfaction

Survey Results

2015/2016

“Striving towards excellence”

Overall Satisfaction



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The Ingham Practice Annual Patient Survey 2015/2016 Analysis

Practice List Size 3400

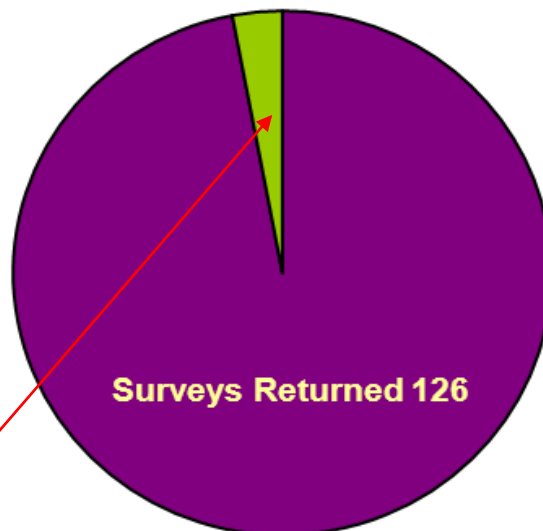
Total Number of Questionnaires Provided 130

Total Number of Surveys Returned 126 (97%)

Total Number of Surveys Not Returned 4 (3%)

Completed on 14 October 2015

Questionnaires Provided 130

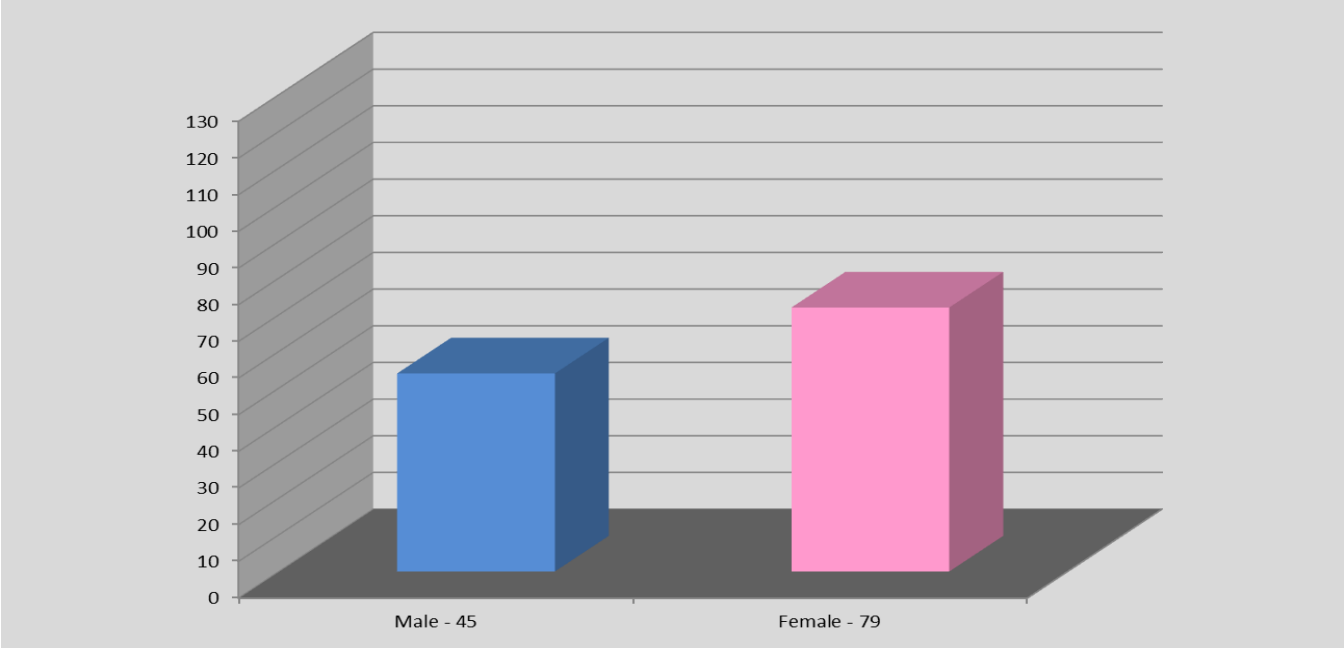


Surveys Not Returned 4

Gender of Questionnaire Respondents

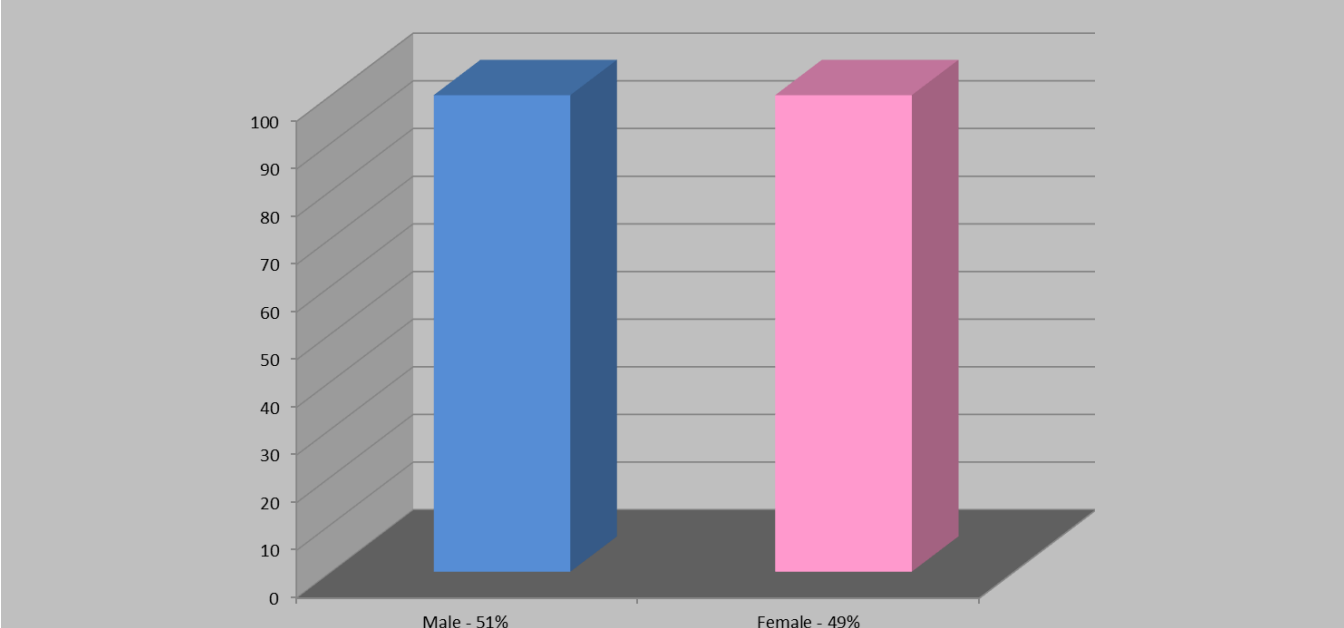
() Survey results 2014/15

Male	45 (54)	37% (43%)
Female	79 (72)	63% (57%)



Gender of Practice Population

Male	1712 (1738)	51% (51%)
Female	1669 (1680)	49% (49%)

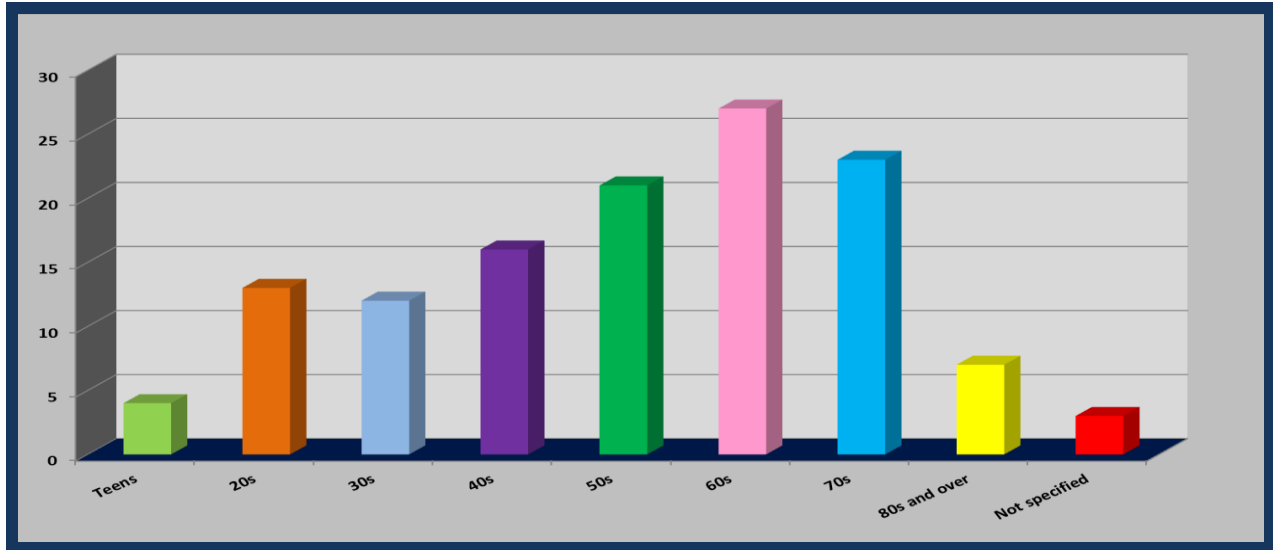


Respondent Age Groups

() Survey results 2014/15

Teens	20s	30s	40s	50s	60s	70s	80 and over	Not specified	Total
4 (4)	13 (7)	12 (14)	16 (31)	21 (21)	27 (23)	23 (18)	7 (7)	3 (1)	126 (126)

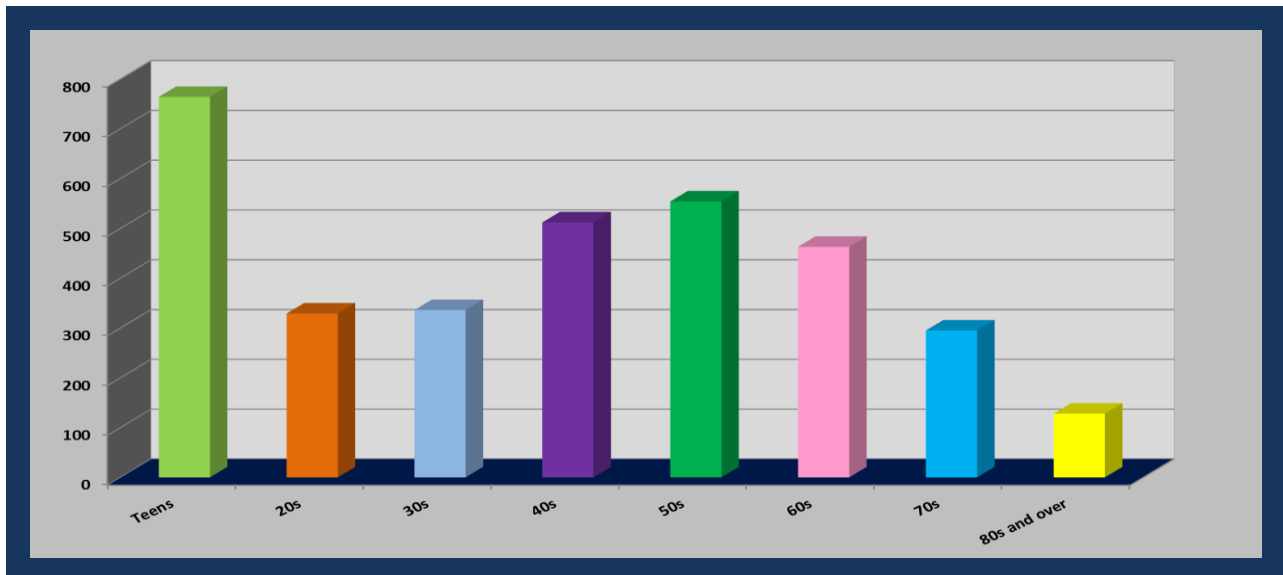
Age Group



Practice Current Population

Teens	20s	30s	40s	50s	60s	70s	80 and over	Total
764 (782)	329 (332)	336 (336)	512 (539)	554 (561)	463 (456)	295 (287)	128 (125)	3381 (3418)

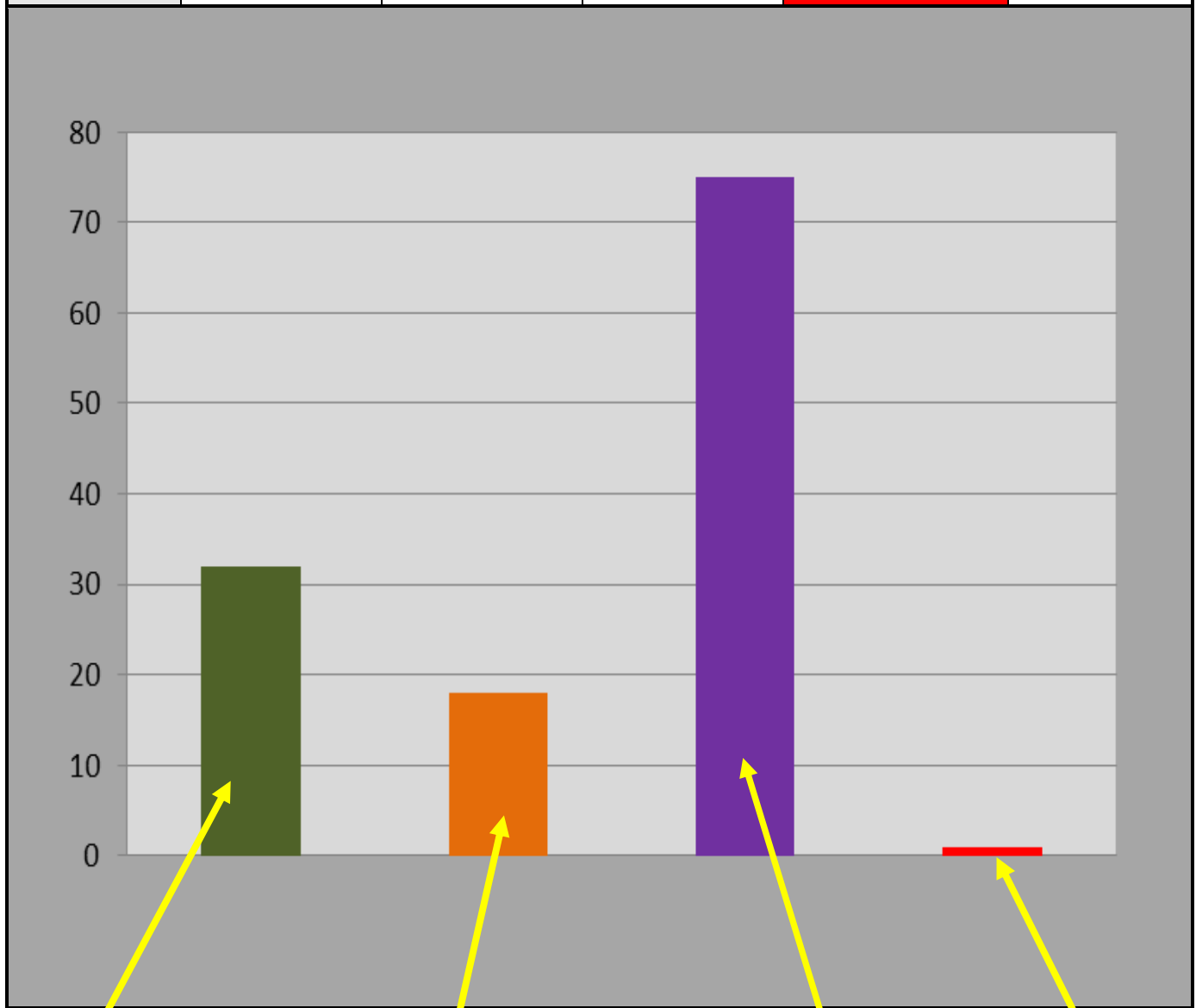
Age Group



Survey Respondent's Period of Registration

() Survey results 2014/15

Period of Registration	Less than 5 years	5 - 10 years	More than 10 years	Not specified	Total
	32	18	75	1	126
	(24)	(30)	(71)	(1)	(126)



Less than 5 years

5 - 10 years

More than 10 years

Not specified

Overall Level of Satisfaction - Excellent/Very Good/Good/Average 97% (2015 - 2016)

() Survey results 2014/15

Q1 At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff?

	Excellent Very Good Good Average	Poor	Sub Total	Service Not Used	No Answer	Total
GP	103 (117)	5 (0)	108 (117)	12 (3)	6 (6)	126 (126)
Practice Nurse	106 (104)	3 (0)	109 (104)	7 (14)	10 (8)	126 (126)
Reception	116 (119)	3 (0)	119 (119)	0 (0)	7 (7)	126 (126)
Dispensary	105 (111)	4 (0)	109 (111)	6 (7)	11 (8)	126 (126)

Q2 How do you rate the current opening hours of the Practice?

	Excellent Very Good Good Average	Poor	Sub Total	Service Not Used	No Answer	Total
Opening Hours	120 (121)	4 (0)	124 (121)	2 (0)	0 (5)	126 (126)

Q3 How easy is it to make an appointment in advance with the following healthcare professionals?

	Excellent Very Good Good Average	Poor	Sub Total	Service Not Used	No Answer	Total
GP	118 (109)	3 (12)	121 (121)	3 (3)	2 (2)	126 (126)
Practice Nurse	116 (104)	1 (2)	117 (106)	1 (8)	8 (12)	126 (126)

Questions 1-3 Patient's Satisfaction Ratings 2015/16

() Survey results 2014/15

Question	Excellent	Very Good	Good	Average	Poor	Sub Total	Service Not Used	No Answer	Total
Q1 At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff?									
GP	75 (98)	18 (14)	7 (3)	3 (2)	5 (0)	108 (117)	12 (3)	6 (6)	126 (126)
Practice Nurse	87 (89)	16 (14)	3 (1)	0 (0)	3 (0)	109 (104)	7 (14)	10 (8)	126 (126)
Reception	100 (102)	12 (15)	4 (2)	0 (0)	3 (0)	119 (119)	0 (0)	7 (7)	126 (126)
Dispensary	87 (85)	15 (17)	3 (9)	0 (0)	4 (0)	109 (111)	7 (7)	8 (8)	126 (126)
Q2 Are you satisfied with the current opening hours of the Practice?									
Opening Hours	75 (61)	30 (30)	12 (23)	3 (7)	4 (0)	124 (121)	2 (0)	0 (5)	126 (126)
Q3 How easy is it to make an appointment in advance with the following healthcare professionals?									
GP	40 (43)	38 (21)	23 (25)	17 (20)	3 (12)	121 (121)	3 (3)	2 (2)	126 (126)
Practice Nurse	70 (50)	30 (23)	13 (24)	3 (7)	1 (2)	117 (106)	1 (8)	8 (12)	126 (126)

Question 4

() Survey results 2014/15

Are you aware of the following additional services provided at the Surgery even if you do not use them?

Services	Number of Patients answered yes
Dispensary	123 (121)
Cryotherapy Clinic	23 (17)
Minor Surgery	98 (96)
NHS Health Check	86 (73)
Physiotherapy Clinic	60 (47)
Chlamydia Screening	31 (23)
Family Planning Services	50 (44)
Pulmonary Rehabilitation Review (COPD)	26 (15)

Question 5

We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Services	Number of Patients
Extremely likely	75 (81)
Likely	36 (35)
Neither likely nor unlikely	11 (6)
Unlikely	3 (1)
Extremely unlikely	1 (0)
Do not know	0 (1)
No Answer	0 (2)



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Patient's Satisfaction Survey 2015/16

Aim

The aim of the survey is to evaluate patients' satisfaction and feedback in order to improve the level of care provided to all service users.

Observations

97% of respondents rated the service provided as being within the range of excellent to average.

However:

5 patients were not happy with the GP services

3 patients were not happy with the Nurse services

3 patients were not happy with Reception services

4 patients were not happy with Dispensary services

4 patients were not happy with the opening hours

3 patients were not happy with the arrangements for advanced booking of a doctor's appointment

1 patient was not happy with the arrangements for advanced booking of a nurse's appointment

Therefore, gave a low score. The Practice operates an open morning clinic to maximize patients' access to the service every day.

Conclusion

The Ingham Practice continues to provide a highly professional, convenient and patient friendly service which is greatly appreciated by the vast majority of patients. This is supported by the level of satisfaction shown in this survey, patients' feedback and their complimentary comments.

We are very pleased with our survey outcome, the latest results of which are reflected in the recently published NHS England Patient Experience of Care Survey undertaken in 2014/15.

Three results highlighted by the NHS survey are:

Ingham Practice

Overall Patient Experience 95.57%	(National Average 85%)
Getting through by phone 92.29%	(National Average 74.65%)
Making an appointment 77.66%	(National Average 75.42%)

We are delighted with these results and continue to maintain high levels of service and patient centred care.

PATIENT COMMENTS AND SUGGESTIONS

ANNUAL PATIENT SURVEY 2015/2016

- 1 I am extremely satisfied with the Practice as a whole. All staff and doctors are very friendly, courteous and professional. I regularly tell friends and family how great I think the Practice is and how lucky I am to be a patient here.
- 2 Excellent service. How lucky are we?
- 3 Always received excellent service from the staff at this Practice, very caring and concerned. Usually get back to you as quick as possible. Will let you know as soon as they have any information.
- 4 I find all practice staff very helpful and respectful.
- 5 The surgery is a model for others to replicate.
- 6 Extremely satisfied.
- 7 I have always been treated with kindness, understanding, never been made to feel like I am a bother.
- 8 Excellent service.
- 9 We moved to Market Rasen about 3 years ago and requested we remain patients of this surgery as we are very satisfied with services and staff.
- 10 Overall very good. Sometimes the wait is very long.
- 11 All staff helpful, friendly, caring. Thank you.
- 12 I am very happy with the service, staff and treatment here. Best practice I've been to. Keep up the good work!
- 13 The open surgery is incredible - we are so lucky to have it! Thank you!
- 14 Very good service from all at the Practice. Thank you very much.
- 15 Efficient and friendly service.
- 16 The outstanding beneficial feature of the surgery is the open morning surgeries for non-routine appointments and the afternoon/evening appointments.
Please continue with this system.
I am aware it is problematic trying to get an early appointment with Dr Sultan but other GPs are more readily available.
- 17 I've been at this surgery since I was a baby. Everything has its faults. However, Ingham Practice is amazing in all areas compared to peoples' opinions of other surgeries. All in all wouldn't be happy if I had to switch.

- 18 I am very satisfied with this practices services and have recommended this practice.
- 19 Always been really happy with the surgery and all that it offers to me and my family. Especially like the open morning surgery. It fits in very well for working people.
- 20 Standards and service excellent in all respects.
- 21 Very little room for improvement when the service is A1.
- 22 Very good Practice.
- 23 Overall it is a great practice! The morning surgery is good too.
- 24 GP practice should have more GPs to be able to see more patients on short notice.
- 25 The GP I saw recently was I believe a locum. I found him most unhelpful.
- 26 Overall a very welcoming and friendly practice. There was one occasion I came to see a GP and he didn't take much notice with my issue. Just laughed and shrugged my problem off. I came back in after two days as the issue got worse and was seen by a pleasant Practitioner who told me I had an ear infection which the previous GP didn't tell me but apart from that a friendly place.
- 27 There is only one doctor who I wish to see and sometimes it's difficult to get an appointment.
Otherwise great doctors.
- 28 GP "continuity" is getting worse and there is always a wait for an appointment. The morning "open surgery" is always going to mean about a 2 hour wait.
Nurse Practitioner addition is very good initiative.
- 29 I feel that there should be two or more doctors on duty as it can be very busy and some people have to go to work.
- 30 Get more doctors. Late night opening.
- 31 Sorry to learn that we have only one permanent GP now. Seeing Locum doctors does not provide continuity. I know there is a shortage of GPs. This is just an observation.
- 32 I cannot fault Dr Sultan but the other two doctors left me wanting.
- 33 Permanent 2nd doctor (not locum).
- 34 I was not happy when I was told by the doctor she only had 10 minutes with me when most of her time she spent on the computer. Have always been treated well up to that point. Made me feel that I wouldn't be coming to clinic any more.
- 35 Do find that the bedside manner of some of the nurses can be rude at times.
- 36 Dispensary staff rude and ignore you. Everything else here is very good.

- 37 We want to continue collecting medicines from your dispensary.
- 38 Why can I not continue to collect prescriptions from here.
- 39 Morning surgery seems to drag out some days, others are fine. Could do with more than one doctor on perhaps.
- 40 When attending an appointment have been kept waiting way after appointment times to see doctor.
- 41 Given modern work lifestyles the open surgery in the morning is no longer practical. The option of later afternoon/evening same day appointments would be greatly desirable otherwise people like myself are having to utilise the NHS Walk-in Centre rather than our own GP Practice thus increasing pressure on the Walk-in. At the same time given that the Walk-in Centre is a 30-40 min drive compared to a 10 minute drive to the GP practice. It would be preferable to see my own GP. It is also especially trying waiting in open surgery with a 2 year old (an hour wait today).
- 42 Free wifi to pass long waits in reception.
- 43 As a patient who works long days, it is often difficult to see someone as you only one late evening. The practice would benefit those who work by maybe having another late evening.
- 44 In the winter someone should let patients in from 7.30 to keep in the warm.
- 45 Saturday surgery would be helpful.
- 46 I find the wait for an appointment with my chosen doctor too long.
- 47 I would be extremely likely to recommend all services but would be cautious of sending anyone with a fragile mental state to the GP - no 'bedside manner' at all!
- 48 Too long wait even with an appointment, especially with a child.
- 49 Could do longer opening hours 1 or 2 days a week.
Need to improve system for rebooking with the same GP if asked to go back.
- 50 Mental health patients not always treated well by all staff. Lack of understanding is issue. Great receptionist - all of them. Well done!
- 51 I called to request to see Dr Sultan and the earliest appointment was in 5 days. It seemed a long time.
- 52 My only comment would be open surgery to prioritise those who need to get to work.
- 53 Better appointments for those who work.
Very difficult to get appointments after 5.30 pm.

54 Just a couple of things - not really related to above. (Friends & Family test)

It was a couple of years ago I was waiting to see Dr. Then a lady (elderly) came in. Clearly she was ill. I suggested she was seen before me - but even so - it still was a considerable wait she had. Therefore, my concern mainly is that somebody poorly as this lady was - is actually seen sooner than those waiting.

My second concern is that tighter and lesser amounts of prescription amount quantity. I have actually returned tablets as had too many. Also that control would help budgets which I'm sure are already stretched to the limit.

Please note - above are only meant to be constructive info - in no way derogatory.

55 GP's keeping better time management - often seen an hour after appointment time.

56 Auto doors would be good; I arrived on crutches and the doors were really hard work.

A coffee machine might earn you some pennies as well as keep the long waiting patients happier.

57 Friends and family don't live in the area.

Appendix A

Patient Satisfaction Survey 2015/16

Methodology

Following agreement of members of the Ingham Patient Participation Group (IPPG), the Practice undertook a patient survey for the year 2015-2016 in September/October 2015, using the following approach:

- The survey questions were discussed and agreed by all members of the IPPG and the Practice team. The survey is no longer a requirement of the Direct Enhanced Service but the Ingham Practice and the Patient Group decided that it is good practice to continue with a patient survey. It is important for the Practice to have feedback from patients which in turn supports the Practice to implement any changes and improve services. The Practice is mindful of patients' needs and endeavours to meet their expectations. The survey gives patients an opportunity to raise any issues and make suggestions.
- The survey was handed out to patients on arrival by all receptionists during the week commencing 28 September 2015 which coincided with open flu clinics. This enabled the Practice to target a group of patients who rarely attend the Practice. The patients were asked to complete all questions after their consultation and on-site if possible. Patients were provided with an envelope in which to seal their completed survey. A cardboard box was placed on the reception desk for patients to place their sealed envelopes in.
- The Practice list size is between 3,000 and 4,000 patients. Therefore, the number of questionnaires provided for this survey was 130. The requirement for the purpose of the Patient Participation Directed Enhanced Service is 2% of the practice population. It was decided by the Practice Team to maintain this number.
- All the questionnaires were handed out to patients on arrival on an ad hoc basis.
- The box was emptied at the end of each day and the completed surveys were given to the Practice Manager's Assistant.
- All sealed envelopes were opened by the Practice Manager's Assistant and the results were collated. A draft document was prepared for analysis at the next patient meeting on 30 November 2015.
- On completion of the draft survey report a discussion with the IPPG group will take place to analyse the results, produce an Action Plan and implement any changes if necessary.

The results of this survey are uploaded to the Ingham Practice website and displayed in the waiting room



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Dear Patient

The Ingham Practice Annual Patient Survey 2015/2016

The Practice would be grateful if you would complete this survey by answering ALL of the following questions.

Patients are NOT identified on the survey form and all information received will be treated anonymously.

This survey was agreed by the Ingham Practice Patient Group (IPPG). The aim of the survey is to gain the views of our patients regarding the services we currently provide.

The results of the survey will be analysed by the IPPG and the Practice, following which an action plan will be drawn up to address any changes/improvements which can be made. The final report will be available to view on the Practice website and also within the Practice.

Your response to the following questions will provide us with general information about the range of patients who have participated in this survey. Be assured, no one at the practice will be able to identify your personal responses.

Please tick as appropriate.

How old are you, in years?			
Are you ?	Female		Male
How many years have you been attending this practice?	Less than 5 years <input type="checkbox"/>	5-10 years <input type="checkbox"/>	More than 10 years <input type="checkbox"/>

The Ingham Practice Annual Patient Survey 2015/2016

On a scale of 1 - 5 (5= excellent, 4= very good, 3= good, 2= average, 1= poor), please rate the following questions by circling your answer. Please also circle if Not Applicable (N/A).

1. At your most recent visit to the Practice were you treated with respect and consideration by the GPs and staff?

GP 1 2 3 4 5 N/A

Practice Nurse 1 2 3 4 5 N/A

Reception 1 2 3 4 5 N/A

Dispensary 1 2 3 4 5 N/A

2. Are you satisfied with the current opening hours of the Practice?

Opening Hours 1 2 3 4 5 N/A

3. How easy is it to make an appointment to see the following healthcare professionals?

GP 1 2 3 4 5 N/A

Practice Nurse 1 2 3 4 5 N/A

4. Are you aware of the following additional services provided at the Surgery even if you do not use them?

Please tick all that apply

- Dispensary
- Cryotherapy Clinic
- Minor Surgery
- NHS Health Check
- Physiotherapy Clinic
- Chlamydia Screening
- Family Planning Service
- Pulmonary Rehabilitation Review (COPD)

5. We would like you to think about your recent experience of our service.

How likely are you to recommend our GP practice to friends and family if they needed similar care of treatment?

Please tick one response

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Please write below any comments regarding the above questions or suggestions you may have for improvements to our services or facilities.

However, if your response to any of the above is a very low score, please provide as much detail as possible regarding the cause of your dissatisfaction. Alternatively, please seek a meeting with the General Manager to explore the issues further in total confidence.

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Thank you for taking time to complete this questionnaire
Please place your completed questionnaire in the 'completed survey box' provided on the reception counter.